

ABSTRACT

A technique for the end terminal provided with services to handle QoS process is disclosed. According to this 5 technique, a terminal based QoS management scheme is implemented to achieve end-to-end QoS wherein the end terminal 21 is responsible for handling of the QoS related functions. In order for QoS management to be handled at terminal, the terminal needs to know the network conditions 10 and external state of entities in order to know what action to be taken. For example, the terminal performs monitoring and usage collection. These performance data are then reported to a central server (SLA manager 28). The central server collects these data from all terminals within its 15 administration domain. The central server also has access to information on the QoS to be given to individual terminals, such as service level. Based on the information, the central server decides what action to be taken by individual terminal and enforces these actions into the affected terminals.